



Patient Satisfaction Survey

Summary of Results

Number of Surveys Sent: **1,044** Number of Surveys Returned: **693 (66.4%)**1. Was the enrollment application easy to complete? # Yes: **671** # No: **0**

2. How helpful was the program staff with regard to the following items?

	# of Responses						Mean	Std Dev
	Very Good (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	N/A (0)		
a) Providing your application to you in a timely manner	651	35	4	0	0	1	4.94	0.26
b) Processing your application in a timely manner	649	38	6	0	0	0	4.93	0.29
c) Providing educational materials about the colonoscopy	612	47	12	0	0	2	4.89	0.36

3. Was the program staff friendly and easy to talk with? # Yes: **655** # No: **0**

4. If you received telephone calls from Wanda Webb, the program nurse, please rate the following services she provides:

	# of Responses						Mean	Std Dev
	Very Good (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	N/A (0)		
a) What to expect with the screening process	630	44	3	1	0	11	4.92	0.30
b) Receiving a call on your prep day (the day before your procedure)	601	46	5	0	1	13	4.91	0.34
c) Listening to your concerns and answering your questions	639	28	2	1	2	11	4.94	0.33
d) Receiving a follow-up call after the appointment to check on your status	626	33	1	3	1	14	4.93	0.34

5. Did you have problems with any of the following?

a) Getting transportation home after your procedure # Yes: **9** # No: **659**

b) Getting time off work for your screening appointments # Yes: **13** # No: **674**

c) Days and times screening appointments were available # Yes: **50** # No: **639**

d) Waiting a long time for your screening appointments # Yes: **38** # No: **650**

6. Were you pleased by the way you were treated by the doctor? # Yes: **671** # No: **19**7. Were you pleased by the way you were treated by the staff at the hospital or surgery center? # Yes: **681** # No: **12**8. Would you recommend this program to a friend or family member? # Yes: **681** # No: **5**